

The Personal Health Assessment (PHA)

The following program is available to active employees and their dependents, employees and dependents on COBRA continuation, and pre-Medicare employees and their dependents.

Welcome! As an NDPERS group health plan member, you have been invited to take part in the MyHealthConnection program to help you improve your personal health management. This program offers many handy tools.

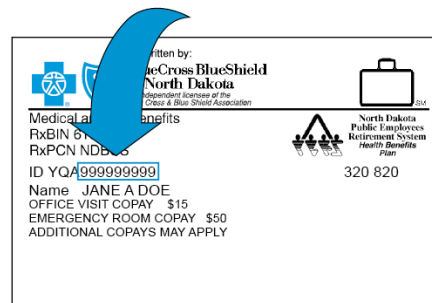
The Personal Health Assessment (PHA) was created to help you understand how your own actions can influence your health. You will be asked to answer questions about a wide range of topics so we can give you a good idea about what you are doing well and what you can do better. We will use your answers to create an action plan for you. It can help you take the first step to a healthy life.

As a new user to the Dialog Center, you will need to register.

To begin:

1. Open your Internet browser and type in **www.thedialogcenter.com/bcbsnd**
2. A log in screen will appear.
 - If you have never been to the Dialog Center, you will need to register.
 - Click “Go to Registration page” to access the Registration page.
 - Have your NDPERS member ID card with you because you will need to provide your member ID and name exactly as they appear on your NDPERS ID card. If you experience any difficulty, click on the “Click for Help” link from the registration page.

Your member ID should be nine digits (leave off “ID” and “YQA” or any other characters before you see your member ID)



If you have been to the Dialog Center previously, you may login.

3. Once logged in to the Dialog Center, click the “Health Tools” tab.
4. On the Health Tools page, click “Take the Personal Health Assessment” and then **“Take the PHA now.”**
5. The PHA will pop open in a new window.

You will then have successfully opened the PHA.

1. From the “Welcome to Your Personal Health Assessment” screen, click next.
2. You’ll get the Getting Started: Overview page. Click next.
3. You’ll see the User Agreement Page. Be sure to read the privacy and medical policies before clicking “I Agree.”
4. Then on to the Campaign Overview Page. Click “Start PHA” to access the Survey pages.

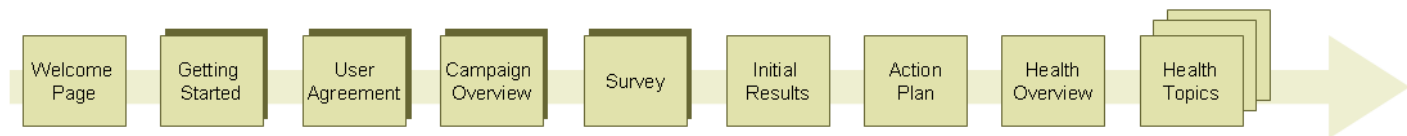
5. Once you are done with the Survey, click “Submit” to view the “Initial Results” page.
6. Move the Levers, then click the “Generate Action Plan” button.
7. Your Action Plan will display.

The following pages will walk you through these steps in detail, providing screen shots of what you can expect along the way. These pages assume you are a first-time user of the PHA. If you are a return user, there are a few screens you may not see on a return visit. The diagram below gives you a detailed view of the screens and the typical flow through those screens.

Remember, as an NDPERS member, you have access to a “MyHealthCenter” Health Coach 24 hours a day, 7 days a week, to answer your health questions or concerns. To contact a Health Coach, dial toll-free 800-658-2750, or send a secure message by clicking on the “Dialog Room” tab in the Dialog CenterSM web site.

Thank you for your participation in this valuable program!

The PHA can only be taken once each calendar quarter.



Once a survey has been submitted, these screens will not display again.

First time user

- 1 Go to
www.thedialogcenter.com/bcbsd

- 2 The **Login** page displays.

First time users must “register” to access the Personal Health Assessment (PHA).

Click the “Go to Registration page” link to access the Registration page.

- 3 Complete the fields on the **Registration** page and click “**Get started...**” when you are finished.

Please note the following fields are required for successful registration:

- **First name**
- **Last name**
- **Gender**
- **Date of birth**
- **Health Plan ID**
- **Zip Code**

Important: The information in the six bullets above must match the information you provided when you enrolled in your health plan.

For example, if you enrolled in your health plan as “Robert Smith” you will not be allowed to register as “Bob Smith”

- **User Name and Password**
You will use these to login to the Dialog Center, once registration is complete.
- **Challenge Question**
You can make up any question and answer. This question will be presented to you in the event you forget your password. By answering the question correctly allows you to reset your password.

If there is a problem with registration, please call the helpdesk at 1-866-696-3305

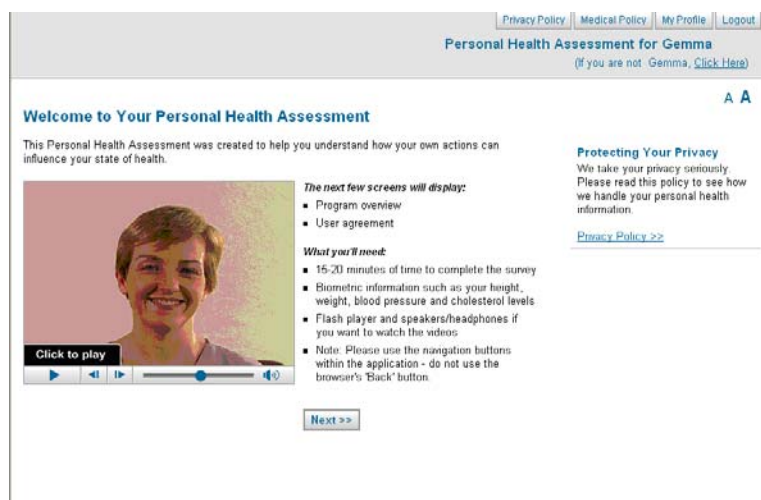
- 4 When you successfully login to the Dialog Center, you will see the home page.



- 5 Click the Health Tools tab and then click Take the Personal Health Assessment.

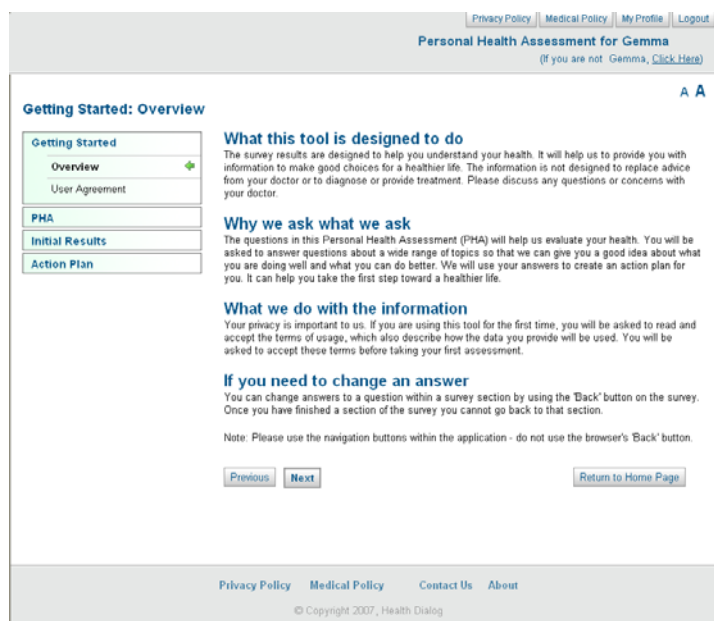


- 6 You will see the PHA Welcome page.
Click Next to continue.



- 7 The **Getting Started: Overview** Page displays.

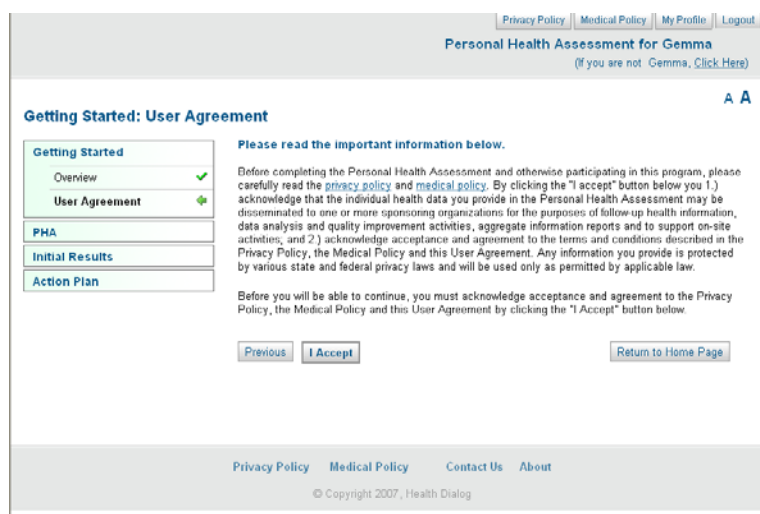
Once you have read the details,
click Next to proceed.



- 8 The **Getting Started: User Agreement** page displays.

Be sure to read the privacy and
medical policies before accepting
the user agreement.

Click I Accept to proceed.



9 The **Campaign Overview** page displays.

When you are ready to start the survey click Start PHA.

The screenshot shows the 'Campaign: Overview' page. At the top, there are links for 'Privacy Policy', 'Medical Policy', 'My Profile', and 'Logout'. Below these is the title 'Personal Health Assessment for Gemma' with a link '(If you are not Gemma, Click Here)'. The main content area has a sidebar on the left with a progress indicator showing 'Getting Started' (checked), 'PHA' (checked), 'Initial Results', and 'Action Plan'. The main text explains that the user will be asked a series of important questions to customize the information provided, and that the PHA is not designed to diagnose an illness. It also states that the PHA should take about 15-20 minutes to complete. A video player with a 'Click to play' button is shown on the right. At the bottom, there is a 'Start PHA' button and a footer with '© Copyright 2007, Health Dialog'.

10 The pages of the survey will be displayed. The survey should take about 15-20 minutes to complete.

When you complete the survey click Submit.

The screenshot shows the 'Survey: About You' page. The sidebar on the left shows the progress: 'Getting Started' (checked), 'PHA' (checked), 'About You' (checked), 'Overall Health', 'Nutrition', 'Physical Activity', 'Tobacco and Alcohol Use', 'Health History', 'Preventative Tests', 'Preventing Injury', 'Stress and Well-Being', 'Productivity', 'Lifestyle Change', and 'Clinical Information'. The main content area is titled 'About You' and contains three sections of questions. The first section asks 'Where do you live?' with radio button options: 'A city (Urban area)', 'Near a city (Suburban area)', 'In the country (Rural area)', and 'Don't know/not sure'. The second section asks 'Do you have a job right now?' with radio button options: 'Yes, Full time (more than 35 hours a week)', 'Yes, Part time (less than 35 hours a week)', 'No, I am retired', 'No, I am a homemaker (taking care of others full time for no pay)', 'No, I am a student', 'No, I am on disability', 'No, I don't have a job', and 'Other: (Please specify)'. The third section asks 'What is the highest level of schooling you completed?' with radio button options: 'Some high school or less', 'High School graduate', 'Some college', 'College graduate', and 'Post-graduate or professional degree'.

11 The Initial Results page displays.

In section one, Review Your Results, you can review your positive behaviors as well as areas you can improve.

In section two, you can explore ways to improve.

You will have an opportunity to interact with the Improvements You Can Make tool.

This tool displays selected areas to improve section. By sliding the improvement levers you can review recommendations geared toward positively impacting your health.

Note that as you move the levers to the right you see how making these changes can impact your overall score.

Once you're done moving the levers click Create Your Action Plan.

Privacy Policy | Medical Policy | My Profile | Logout

Personal Health Assessment for Gemma
(If you are not Gemma, [Click Here](#))

Initial Results

Getting Started ✓
PHA ✓
Initial Results ✓
Action Plan

Click to play

Thank you for completing the survey. Your responses have been analyzed to determine your current wellness score, your positive behaviors, and your greatest risk factors for disease.

Further down the page you will see how you can improve both your wellness score and your health by making changes to some of your current behaviors. The behaviors listed in the Explore How You Can Improve section are ones that, if changed, can result in positive benefits to your health.

1 Review Your Results

Please review the Positive Behaviors below. These show that you are already making some great choices! Then see the Areas To Improve. These are things that you have the power to change. If you change just one of these behaviors, it can help you live a healthier life. To learn how some small changes can make a big difference to your wellness score, click on each topic below.

When you are ready to learn what changes you can make to live a healthier life, move down the page to Explore How You Can Improve.

Score: 41

0 100

Positive Behaviors

- Management of Condition(s)/Diseases ?
- Alcohol Use ?
- Chronic Pain ?

Areas To Improve

- Tobacco Use ?
- Physical Activity ?
- Depression and Anxiety ?
- Nutrition ?

2 Explore How You Can Improve

To learn what types of changes you can make to improve your health, move the levers for each health topic below. As you move the levers you will see the different levels of changes you can make, as well as examples of what each level of change requires. Small, easy changes are recommended to help ensure success.

Score: 41

0 100

Selected

Improvements You Can Make

Tobacco Use

Nutrition

Physical Activity

Stress

Your starting point

Your Selected Improvements

Well done! You have just selected the changes that you are ready and willing to make to improve your health. Please review these carefully before clicking on the "Create your Action Plan" button below. Remember, small changes can make a big difference. Set yourself up for success and tackle one thing at a time. Think about how much change you have selected. If you have decided to change too much, too fast, please go back and change the levers. Think about what you really want to - and believe that you can - do first.

With each success your confidence will grow. If you do this, we know you can succeed!

Create Your Action Plan >> Return to Home Page

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12 You will see your Action Plan.

The PHA analyzes all the opportunities you have for improving your health and presents you with the top three in a personalized Action Plan. These three opportunities or goals are prioritized based on the responses you provided in the survey and the selected improvement you indicated by moving the improvement levers.

Each goal has a brief introduction along with suggested steps to set you on the path toward your goal. The steps are Read, Talk, Do and next action.

Read: Includes links and references to educational materials.

Talk: Provides you with suggestions about who to speak with for more information and support.

Do: Lists a set of actions to consider.

The next action area suggests an immediate next step to start you on the path toward reaching your goal.

Click Health Overview on the bottom of the page to view general health information.

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Personal Health Assessment for Gemma
(If you are not Gemma, [Click Here](#))

Action Plan - 12/13/2007

Getting Started ✓
PHA ✓
Initial Results ✓

Action Plan

- Plan Goals
- Health Overview
- Health Topics
- Alcohol
- Respiratory Health
- Diabetes
- Preventive Health and Safety
- Heart Health
- Emotional Health
- Healthy Lifestyle
- Tobacco
- Women's Health
- Musculoskeletal

Click to play

Below are your personal goals, based on your needs and current behaviors. In addition to each goal, you will see strategies for achieving the goal and links to additional resources. If you have any questions, be sure and talk with your health care provider.

This report can be downloaded and/or printed for easy access later, but you can always log back in and review it online. You can also print the results and share them with your health care provider.

Score: 41

Your Goals

- Stop Smoking
- Increase Your Physical Activity
- Improve Your Eating Habits

Stop Smoking
Stopping smoking is one of the best things you can do for your health. A great first step is to prepare for quitting and to reduce the amount you smoke. To start working towards your goal, below are things we recommend that you Read, Talk, and Do.

Keep in mind:

- The more you smoke, the greater your risk of heart disease and lung cancer.
- Quitting smoking is best, and cutting back might get you on the road to quitting for good. Switching to lower-tar or low-nicotine cigarettes won't do much for your health.
- Prepare to quit and talk with your doctor about the best nicotine replacement product for you.

You can do it! Remember, small changes can make a big difference.

Steps

Read
Learn more about how to quit smoking.

- [Are you ready to quit smoking?](#)
- [Strategies and Skills for Quitting](#)
- [National Cancer Institute's Guide to quitting](#)

Talk

- Talk to friends, family and co-workers. Let them know that you are trying to reduce your tobacco use and ask for their support.
- Talk to your doctor about medications and programs that can help you reduce your craving for nicotine.

Do
People with asthma who smoke get flare-ups more often than non-smokers. The symptoms can be worse for smokers, too.

- Write down the reasons you want to reduce the amount you smoke. Read it when you want to smoke to remind yourself why reducing your tobacco use is so important to you.
- Find things to do that replace your tobacco use. Take a walk, read a book, do some gardening, or call a friend. Eat carrot sticks or hold on to cinnamon sticks, these may give you the same pleasure you used to feel when you held a cigarette, but are healthy options.
- It is also important to stay away from secondhand smoke.

[Previous](#) [Health Overview](#) [Return to Home Page](#)

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Health Overview

The top of the page displays your Wellness Score, positive behaviors and areas to improve. This is followed by a table containing the blood pressure, cholesterol level and other biometric values you reported in your survey. This table allows you to compare your values with recommended healthy ranges.

Next you'll find Your Health Risks, which includes a list of conditions and risks based on the information provided in your survey. It provides general information about these risks and conditions.

Click Next at the bottom of the page to view all the health topic pages.

These health topics can provide you with information and resources for improving your health.

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[Print This Page](#)

Detailed Results: Health Overview

[Getting Started](#) ✓
[PHA](#) ✓
[Initial Results](#) ✓
[Action Plan](#)
[Plan Goals](#) ✓
[Health Overview](#) ✓
[Health Topics](#)
[Alcohol](#)
[Respiratory Health](#)
[Diabetes](#)
[Preventive Health and Safety](#)
[Heart Health](#)
[Emotional Health](#)
[Healthy Lifestyle](#)
[Tobacco](#)
[Women's Health](#)
[Musculoskeletal](#)

This Health Overview contains detailed information on several health topics that all play an important role in your overall health. Just as with your action plan, each of the health topics contain links to some great resources that we hope you'll find helpful for improving both your health status and the quality of your life.

Score: 41

0 100

Positive Behaviors

- Management of Condition(s)/Diseases (?)
- Alcohol Use (?)
- Chronic Pain (?)

Areas To Improve

- Tobacco Use (?)
- Physical Activity (?)
- Depression and Anxiety (?)
- Nutrition (?)

Biometric Summary

Item	Your Value	Healthy Range
Body Mass Index	30.3	18.5 - 24.9
Blood Pressure, Systolic	N/A	Less than 120
Blood Pressure, Diastolic	N/A	Less than 80
Cholesterol, Total	N/A	Less than 200
Blood Glucose Level (non-fasting)	N/A	60-200
Triglycerides	N/A	Less than 150

Your Health Risks

Condition	Risk	More Information
Heart Disease	<p>You told us that you have been diagnosed with Coronary Heart Disease (CHD). You are not alone. CHD is the leading cause of death in the United States for both men and women.</p> <p>If you have heart disease, you may be at increased risk for heart attack, angina (chest pain), sudden death, heart failure, and arrhythmias. Talk to your doctor about how to best manage it.</p>	View Details
Emotional Health	<p>Your answers show that you are not having trouble with social isolation, depression, or other emotional health problems. That's great!</p> <p>If you have been sad, lonely, or if you have lost interest in your usual activities, talk with your doctor. Ask them about screening you for depression.</p> <p>The risk factors for depression include family history, prior depression, history of heart problems, chronic illness. You are also more likely to get clinically depressed if you have had a recent serious illness or surgery, or have a childhood history of physical or sexual abuse, an eating disorder or anxiety disorder.</p> <p>Depression is treatable, so if you need help, please get it.</p>	View Details
Tetanus Vaccine	<p>Tetanus, diphtheria, and pertussis (whooping cough) are infections that can cause you harm. Vaccines are available.</p> <ul style="list-style-type: none"> Whooping cough can be a serious illness for infants and young children. A booster dose of a vaccine is recommended for all adults every 10 years. People aged 19 to 64 are encouraged to get a single booster dose of a new vaccine (Tdap) that protects against all 3 diseases. People aged 65 and older are encouraged to get a tetanus-diphtheria (Td) booster every 10 years. <p>If you had a tetanus-diphtheria (Td) booster recently, you need to wait until three years after that shot was given to get the Tdap vaccine.</p>	View Details
Physical Exam	<p>Regular checkups may help detect or prevent disease. They can also provide a chance to learn about weight loss, tobacco use, safer sexual practices and other health topics. Checkups are important to help manage chronic conditions like diabetes, asthma, hypertension, and heart disease.</p> <p>Call your doctor to schedule a checkup as soon as you can. If you need a doctor, call your insurance provider to get names of doctors in your area that accept new patients.</p>	View Details
Tobacco Use	<p>Because you smoke,</p> <ul style="list-style-type: none"> You are at risk for heart and lung disease, stroke, and cancers of the lung, mouth, throat, esophagus, and other organs. People who live with you are also at risk of lung cancer and heart disease. Children who live with you are at risk of asthma and other breathing problems. Women who smoke may also have a more difficult time becoming pregnant. <p>Even if you have tried to quit smoking in the past but were not successful, keep trying. Each time you try, you get closer to being a non-smoker. It is the most important change you can make to improve your overall health.</p>	View Details

[Previous](#)
[Next](#)
[Return to Home Page](#)

- 14 The following screen shot is an example of a health topic page.

[Privacy Policy](#)
[Medical Policy](#)
[My Profile](#)
[Logout](#)

Personal Health Assessment for Gemma
 (If you are not Gemma, [Click Here](#))

A A [Print This Page](#)

Detailed Results: Tobacco

[Getting Started](#) ✓
[PHA](#) ✓
[Initial Results](#) ✓
Action Plan
[Plan Goals](#) ✓
[Health Overview](#) ✓
Health Topics
[Alcohol](#)
[Respiratory Health](#)
[Diabetes](#)
[Preventive Health and Safety](#)
[Heart Health](#)
[Emotional Health](#)
[Healthy Lifestyle](#)
Tobacco ✓
[Women's Health](#)
[Musculoskeletal](#)

Health Topics

- [Tobacco Use](#)

Tobacco Use

Stopping smoking is one of the best things you can do for your health. A great first step is to prepare for quitting and to reduce the amount you smoke. To start working towards quitting, review the recommendations below.

Keep in mind

- The more you smoke, the greater your risk of heart disease and lung cancer.
- Quitting smoking is best, and cutting back might get you on the road to quitting for good. Switching to low-tar or low-nicotine cigarettes won't do much for your health.
- Prepare to quit and talk with your doctor about the best nicotine replacement product for you.

You can do it! Remember, small changes can make a big difference.

Steps

Read
Learn more about how to quit smoking

Call a Health Coach
 Ask a Health Coach for help in quitting smoking. You can call toll-free 24 hours a day, 7 days a week, at **1-800-**

- [Are you ready to quit smoking?](#)
- [Strategies and Skills for Quitting](#)
- [National Cancer Institute's Guide to quitting](#)

Talk

- Talk to friends, family and co-workers. Let them know that you are trying to quit and ask for their support.
- Talk to your doctor about medications and programs that can help you reduce your craving for nicotine.

Do

When you quit smoking it is the best thing you can do for your health. Smoking can be a hard habit to break but you can do it! Here are some steps to help you quit for good.

- Get ready: Decide you want to quit. Set a quit date. Get rid of all tobacco products and ashtrays in your home, car, and office. Review your past attempts to quit and think about what worked and what didn't.
- Get support: Tell your family, friends, and co-workers and get their support. Ask them to not smoke around you.
- Find things to do that replace your tobacco use. Take a walk, read a book, do some gardening, or call a friend. Eat carrot sticks or hold on to cinnamon sticks, these may give you the same pleasure you used to feel when you held a cigarette, but are healthy alternatives.
- Get a nicotine replacement product.
- Prevent relapse by making a list of why you are glad you stopped and avoid other smokers.
- Enroll in a smoking cessation program. You can take one on-line or as a regular class.

Don't let one slip stop you! Keep at it and remember that you can do it!

[Previous](#)
[Return To Overview](#)
[Next](#)
[Return to Home Page](#)